



**Commonwealth of Massachusetts  
Executive Office of Health and Human Services  
Department of Transitional Assistance**

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**Online Guide Transmittal 2023-72  
October 17, 2023**

**To:** Department of Transitional Assistance Staff

**From:**  Sarah Stuart, Associate Commissioner for Change Management

**Re:** Cross Programs: Clarification Regarding the Telephonic Signature Line for Clients that Block Access to Online Services

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**Overview**

The Department’s previous call center system prevented clients who had blocked access to online services from participating in the telephonic signature process. In these instances, a specific workaround was required to assist clients with obtaining a telephonic signature. However, the new call center system, Five9, has resolved this issue. Clients who have blocked access to online services may utilize the telephonic signature line. Staff no longer need to utilize the workaround to establish a telephonic signature for clients that block access to online services.

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**Purpose**

This Online Guide update advises staff that a workaround is no longer required for clients that have blocked access to online services to utilize the telephonic signature line. The telephonic signature Q and A Online Guide page has been updated to reflect this change.

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**New Online Guide Pages**

**Topic:** Cross Programs  
**Book:** Telephonic Signature  
**Page:** Telephonic Signature Q and A

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**Questions**

If you have any policy or procedural questions, after conferring with the appropriate TAO personnel, please have your Systems Information Specialists or TAO management email them to [DTA.Procedural Issues](#).

Systems issues should be directed to the Systems Support Help Desk.

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